

Project Name: Online Regulation

Requesting Agency: Iowa Alcoholic Beverages Division

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Project Sponsor: Lynn Walding, Administrator - (515) 281-7402

Goal: To improve the public's access to information associated with violations of the state's liquor laws at licensed establishments. The Division hopes to achieve this goal by defining, identifying and implementing an online 24/7 liquor regulation system to service city and county officials, law enforcement, vendors, attorneys, liquor licensees and the public at large.

Project Purpose: To define and document the requirements, specifications, options, budget, and schedule for the creation and installation of an online liquor regulation system.

Background: The Iowa Alcoholic Beverages Division licenses and regulates approximately 10,000 establishments that sell spirits for on- or off-premise consumption. The Division has recently collaborated with ITE and the lowAccess Advisory Council to create and implement an on-line liquor licensing application that automates the licensing process. In order to enhance the effectiveness of the new, automated, E-Licensing process, the agency seeks integrate an on-line repository of information, placing the information and documents associated with liquor law violations at these licensed establishments on-line as well.

The agency currently utilizes a manual, largely paper-based system to track liquor law violations and to store the accompanying administrative documents generated under Iowa's administrative procedure act. The Division's customers, liquor licensees, city and county officials, law enforcement, vendors, attorneys and the public at large, currently request access to violation information by contacting the Division during normal business hours. In some cases they are charged a fee for the labor needed to gather and copy the paper documents. The current system does not afford customers the ability to access this public information on-demand in a convenient manner.

The primary requirements are to streamline the regulatory process by offering an electronically accessible repository of violation information, along with the accompanying administrative documents that integrates with the Division's E-Licensing application. The Division's customers have requested on-demand access to the information through an ABD web site.

Ideally, the new system will consist of the following modules:

- A regulation module that interfaces with the Division's on-line licensing system and tracks liquor law violations at licensed establishments.
- An imaging module that stores complaints, notice of hearing, Administrative Law Judge proposed decisions and other documents related to administrative action the Division has taken in regards to liquor law violations.

Service Improvements: Currently, customers can only access violation information regarding a licensed establishment by submitting a request via fax, telephone or e-mail during regular business hours. The turnaround time from when Division staff receives the request, gathers the requested information and responds to the requestor can be significant, and serves as a barrier between the public and the requested public information.

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Request: The agency is requesting \$45,000 for DAS ITE to perform assessment and planning functions in order to determine the requirements for a regulatory reporting and management system. DAS ITE primary deliverables for the proposed system will be:

- Development or installation specifications and requirements.
- Estimates of development effort by component.
- Use Cases and process flows.
- Data Model and Dictionary.
- RFP criteria, as an alternative to development.

Interested Parties: Liquor licensees; city and county officials; law enforcement; vendors; attorneys, the media and the public at large.

Recipients of this Service: Liquor licensees; city and county officials; law enforcement; vendors; attorneys; media and the public at large.

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